

Item Number F [Percent of Out of Service Lines Repaired in <24 hours Section 730.535(a)] of the Illinois Commerce Commission's Service Quality and Customer Credit Reporting was incorrectly reported in March 2012 due to an administrative entry error. The trouble ticket that caused the originally reported 91.67% compliance statistic was actually restored within the required 24 hour repair window and should not have been reported as out of service for greater than 24 hours. Therefore, Madison Network Systems should have reported 100% compliance for Item Number F for March 2012.